



## **Agent Alert**

BREAKING NEWS FROM COVERED CALIFORNIA

August 23, 2016

### **Mark Your Calendar: 2017 Regional Rate Analysis Webinar**

This Thursday, August 25 at 2:00pm the Outreach and Sales team will provide a statewide overview and analysis of 2017 Regional Rates to support certified enrollers as they assist consumers with understanding their enrollment options. [Register here>>](#)

Review our Webinar [Registration and Closed Captioning Quick Guide](#) with instructions on how to register and access closed captioning. An updated schedule of the [Outreach and Sales webinar series](#) is now available to view online, which includes registration links for each webinar.

### **Agent Agreement Amendment – Keep Your Covered California Certification Status**

All Covered California Certified Insurance Agents must sign or have responded to a request to sign an amendment to your Agent Agreement to maintain certification with Covered California by **November 1, 2016**. Look for your amendment to arrive via email from DocuSign® **between August 25 and September 13, 2016**. Learn what you need to know about reviewing the amendment in our [Agent Agreement Amendment Quick Guide](#).

### **Kaiser & Blue Shield Pay Now Functionality**

The **Pay Now** button in the online application (CalHEERS) is now functioning properly for Blue Shield. Kaiser continues to work on a resolution and we will notify you once it is functioning properly. For new enrollments that need to post a binder payment with Kaiser to effectuate coverage, please contact the Kaiser customer service center directly at 844-524-7370.

### **Service Center Hours**

Monday thru Friday, 8:00am to 6:00pm

Saturdays and Sundays, Closed

**\*\*Labor Day, September 5, 2016, Closed\*\***

Phone: 877-453-9198

Check the [Agent Service Center schedule](#) for availability.

### **Upcoming Outages**

Saturday, August 27 from 6:30pm to Monday, August 29, 2016 at 6:00am

Friday, September 9 from 8:00pm to Monday, September 12, 2016 at 6:00am

Friday, September 23 from 8:00pm to Monday, September 26, 2016 at 6:00am

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#### **LMS Help Desk Support**

Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).